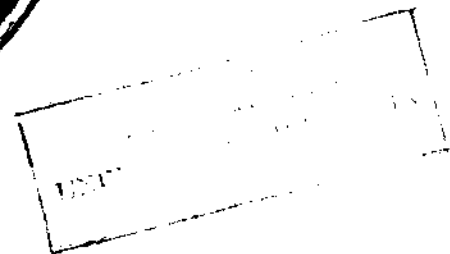


**TESIS**

**ANALISIS FAKTOR PENYEBAB PENOLAKAN  
RAWAT INAP SEBAGAI DASAR PENYUSUNAN REKOMENDASI  
PENINGKATAN UTILISASI DI KLINIK SPESIALIS ANAK  
RUMAH SAKIT ADI HUSADA KAPASARI**



**JULIWATI SURYA**

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LEMBAR PENGESAHAN

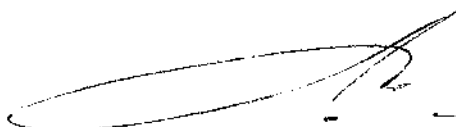
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## ABSTRACT

Pediatrics Clinic in out patient departement (OPD) is one of the four basic specialist clinics which has to be owned by the hospital with *madya* type like Adi Husada Kapasari Hospital (ADKH). Among the fourth clinics, Pediatrics clinic had the highest score in objections to be hospitalized. The data in 1997 to 2000 showed that among the whole patients had already suggested to be hospitalized, there were 56.8 to 59 % refused. So the utility of in patient departement (IPD) the pediatrics cere ward was not optimal, and had to be found what were the main reasons to the objections to be hospitalized.

The aim of this study is to analyze the factors responsible for the high Hospitalization-objection at pediatric clinic. Based on the findings, possible further recommendations for better utilization of the clinic.

The research method was done by asking questions towards 65 pediatrics parent'patients, consist of 34 patients agreed to be hospitalized and 31 patients refused. The two kinds respondents were reviewed their characteristics, perceptions towards sickness, references and their experiences to be hospitalized at ADKH. Hospital factors were observed according to the customer satisfaction evaluations towards the services they got. All of the research results from the 2 respondents had to be tested by using Mann-Whitney U-Wilcoxon, Chie-Square test and Fischers test. All of the results of the comparation tests which had significancy were meant to be the cause factors.

The results of the research showed, there were 3 factors from the respondent which caused the refuse. (1) The house distance towards ADKH, (2) perceptions towards sickness and (3) their experiences to be hospitalized at ADKH. From the hospital side, there were 7 causes of refuse, (1) The performance of the pediatrician, (2) the communication of the administration staff, (3) out patient departement cost, (4) the pediatrician's behaviours, (5) the respond of the pediatrician, (6) the pediatrician's hospitality and (7) the communication of the pediatrician.

To handle the causes to be hospitalized, the suggestions for ADKH are (1) there is a staff besides the pediatrician, (2) upgrading the qualtiy of the administration staff communication skills, (3) to activate the "PKMRS", (4) to check and make the appropriateness of pediatrician's practice hours according to practice hours of the out patient departement and (5) to enable the Medical Board Committee.

**Keywords :** Hospitalization, Out Patient Departement and In Patient Departement  
Pediatric care, Admission factor.